

BM-UCLT UNDERSTANDING LEADERSHIP COMPETENCIES: CREATING TOMORROW'S LEADERS TODAY



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Business Introduction	Management & Soft Skills	VILT & ILT	NA

INTRODUCTION

This course looks at the qualities and competencies that are consistently found in outstanding Leaders. Discover nine competencies in hard-to-pin-down areas like passion, integrity, and humour that lie well beyond the ordinary confines of management theory and practice, yet they contribute greatly to what we recognize as true Leadership.

AUDIENCE PROFILE

This course is targeted at Leaders from all industries who actively promote or who like to promote the organizational values within a customer service environment. All people who would like to understand why this is essential for business success and continuity.

PREREQUISITES

There are no prerequisites for this course but is typically aimed at those Individuals that aspire to climb the ladder by becoming a True Leader within the Organisation.

COURSE OBJECTIVES

This course will equip you to:

- Understand the process of determining Leadership competencies.
- Explore Personal Qualities of Leaders.
- Discover Actions that Define Competent Leaders.

COURSE CONTENT

Lesson 1: Introduction

In this Lesson You will be Introduced to Leadership Characteristics with a focus on:

- Leadership Competency by Definition.
- How They Were Chosen as Leaders.
- Gain an Understanding of The Leadership Capstone Model™.

Lesson 2: The Nine Leadership Competencies

- What Are the Nine Competencies.
- A Passion for What You Do
- Humour and Leadership.
- Building Up the Courage
- Have Integrity and Earn Trust.
- Creating Energy/Vitality/Enthusiasm!
- The Art of Building a Team.
- The Setting of Priorities.
- The Power of Creativity.
- Have a Clear Vision of Where You Want to Be.

Lesson 3: The Bottom Line

In this Lesson You will be

- Looking at The Bottom Line – The Ultimate Measure of Success. Leadership Decisions are often Evaluated Based on their Impact on the Bottom line. Financial Health of an Organisation is a Critical Factor in its Success.

Lesson 4: Acknowledge Your Competencies

- Putting and Bringing It All Together to Make The' Impact.

ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.